

# Alon Diamant-Cohen

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## Summary

I've managed teams that delivered results at startups, large corporations, and in academia. My strong social science background enables me to understand and manage expectations while leading technical teams in the timely delivery of objectives. My systematic leadership approach is grounded in organizational science, automation, cloud security, agile project management, service delivery, mixed-method analysis, and digital anthropology. My goal is to understand how things work and then obsessively innovate processes and workflows to enable staff to focus on the strategic work instead of on repeatable jobs computers can do for us.

## Key skills

Cloud Security | Leadership | DevOps | ITSM | Management | Communication

## Experience

### **Virtustream**, Nashville TN

*Security Service Delivery Lead, 04/2018-Present*

- Reduced service deployment resource consumption by over 35% with documentation, ITSM automation workflows, and technical specifications for managed service implementations
- Provided dashboards, analytics, and reporting of operational KPIs
- Senior point of security escalation for some of the world's largest enterprises & Fortune 100 companies
- Led security communications team in publishing service catalogs, customer-facing collateral, staff training, sales collateral, and externally published articles
- Directed security delivery team providing customer support and assurance throughout the lifecycle of a managed service
- Implemented new deals pipeline and served as Senior Security & Compliance sales/pre-sales supervisor

### **Virtustream**, Nashville TN

*Senior IT Security Analyst, 05/2017-04/2018*

- Led managed service team as highest performing analyst in case resolutions and customer feedback.
- Developed internal audit & validation as the dedicated security expert for the largest customer account, managing security services for over 700 mission-critical systems.
- Created entitlement validation mechanisms that identifying and resolving 100s of discrepancies between operational and billing data increasing coverage and monthly billing utilization for customers.
- Created inter-departmental education initiatives that taught members from other teams how to use existing tools and effectively engage with the security processes.

**MaxxContent**, Nashville TN  
*Project Coordinator, 07/2016-05/2017*

- Created and led RFP's response team, submitted 15 proposals resulting in 3 wins and over \$300,000 of new business
- Directed company-wide CRM implementation, customization, training, and use
- Managed 4500 developer hours of development building custom LMS platform
- Designed architecture and UI of backend software that automated ebook metadata ingestions (via ONIX feeds), storage, distribution, usage tracking, and invoicing.
- Achieved small business federal certifications & registrations

**Mother Goose On the Loose**, Baltimore MD  
*Outreach and Technology Coordinator, 03/2013-07/2016*

- Created custom CRM automating engagement coordination & billing
- Recruited and cultivated institutional and government clients
- Pursued alternate revenue streams from Kickstarter campaign, grant proposals (government and private), Web Application [www.mgol.net/opc](http://www.mgol.net/opc), and federal contractor certification

## **Education**

M.A. Digital Anthropology & Organizational Science (2014), Hebrew University, Jerusalem Israel

B.A Cultural Anthropology (2010) University of Maryland College Park, College Park Maryland